

**POSITION DESCRIPTION  
DEBT SUPPORT OFFICER**

<p><b>REPORTS TO</b> Accounts Manager</p>	<p><b>GRADE</b> 2</p>
<p><b>ORGANISATIONAL SUMMARY</b></p> <p>The Diocese of Maitland-Newcastle serves the people of the Newcastle, Hunter and Manning regions which have a population of some 160,000 Catholics. Through its parishes, pastoral groups, and its agencies of Catholic Schools, CatholicCare, St Nicholas Early Education and other agencies the diocese provides faith, spiritual, pastoral, educational, social welfare, and community development. The Diocese employs approximately 5,200 staff across its parishes and agencies.</p> <p>Our Shared Services team works with all aspects of the Diocese of Maitland-Newcastle to support the achievement of our overall Diocesan Strategy through the delivery of the shared services Operational Plan.</p> <p>The Diocese of Maitland-Newcastle is committed to safeguarding children and vulnerable persons and preventing those in our care from suffering abuse or neglect. It is committed to implementing and maintaining compliance with the NSW Child Safe Standards and the National Catholic Safeguarding Standards and takes a zero-tolerance approach to abuse of children or vulnerable persons. All who work in the name of the Diocese must comply with the Diocesan Safeguarding Framework Policy and act in accordance with the Diocese's Code of Conduct which includes the Diocese's Safeguarding Commitment Statement. Employees are required to undergo a National Police Check and retain a valid NSW Working with Children Check where necessary, in accordance with legislation.</p>	
<p><b>VISION</b> To live the joy of the Gospel and share it with the world.</p>	
<p><b>MISSION</b> We are committed to serving all in the community so that they may experience life to the fullest.</p>	
<p><b>OUR VALUES</b> Compassion Hope Integrity Justice Participation</p>	
<p><b>PRIMARY PURPOSE</b></p> <p>This position is responsible for the support of fee collection for the Diocesan Education sector, in relation to schools.</p> <p>The Debt Management Officer interacts with other Finance Shared Service team members, and colleagues from across the Diocese, and communicates with school principals and school finance officers, external fee management providers and debtors in performing accounts functions.</p> <p>The incumbent commits to working within Work Health and Safety guidelines and Code of Conduct at all times whilst in the employ of the Catholic Diocese of Maitland-Newcastle.</p>	



KEY ACCOUNTABILITIES	KEY TASKS
<p>Fee Collection in Accounts Receivable system administration and control</p>	<ul style="list-style-type: none"> <li>• Liaise with schools to ensure fee collection timeline, policy and procedure are understood.</li> <li>• Assist with creating &amp; maintaining debtor profiles in both administration &amp; financial systems. Eg: identify duplicates or mismatched / Payment frequencies.</li> <li>• Create &amp; maintain billing item templates, ensuring accurate income coding &amp; GST type.</li> <li>• Assist schools in preparation of annual billing, including student discounts to ensure accuracy.</li> <li>• Ensure debtor concessions are processed accurately and in a timely manner by schools. Assistance with processing may be required.</li> <li>• High level of customer service to assist with school enquiries.</li> <li>• Responsible for centralised monthly statements.</li> <li>• Assist &amp; review school outstanding fees. Including regular meetings.</li> <li>• Review and assist with clearing prior year debt. Including up to date debtor notes.</li> <li>• Review and assist with current debt to ensure account is finalised appropriately.</li> <li>• Review and assist with debtor dishonours.</li> <li>• Process centralised debt letters per collection timelines.</li> <li>• Liaise with school to ensure debtor's status and fee notes are up to date.</li> <li>• Provide advice and support to schools on best practice to recover outstanding fees.</li> <li>• Provide advice and support services in the operation of the receivables system</li> <li>• Assist in development and maintenance of accounts receivable systems and procedures</li> <li>• As directed, generate school billing and process credits on behalf of school.</li> <li>• Observe all internal controls in relation to accounts receivable.</li> </ul>
<p>Compliance</p>	<ul style="list-style-type: none"> <li>• Assist with ensuring accuracy of data entry information from schools and behalf of schools.</li> <li>• Finance checks &amp; allocation on debtor transactions are accurate</li> <li>• Assist with collection of data for internal and external audit</li> <li>• Assist with ensuring compliance with finance related regulatory and legislative requirements</li> </ul>
<p>Reporting and reconciliations</p>	<ul style="list-style-type: none"> <li>• Prepare reports as required</li> <li>• Provide financial information to monitor organisational compliance</li> </ul>

Relationships and customer service	<ul style="list-style-type: none"> <li>• Build effective working relationships with stakeholders, both internally and externally.</li> <li>• Respond to queries concerning fee issues</li> <li>• Actively and positively collaborate with colleagues across the schools and Finance Shared Services teams</li> </ul>
Continuous improvement	<ul style="list-style-type: none"> <li>• Assist in the regular review of financial procedures</li> <li>• Suggest strategies to improve customer service</li> <li>• Suggest strategies to improve operational processes</li> </ul>
Undertake other duties relevant & appropriate to the position	<ul style="list-style-type: none"> <li>• Provide relief and backup support to other Finance positions where appropriate</li> <li>• Additional duties as directed by the Senior Finance Manager or Head of Finance from time to time</li> </ul>

## QUALIFICATIONS

### Essential

- Current Working With Children Check (WWCC)

## SKILLS AND EXPERIENCE

- Strong interpersonal, communication and organisational skills with the capacity to work effectively in a team.
- Proven experience in the administration of debt collection & other accounts receivable processing at a high level.
- Sound knowledge of debt collection processes and related internal controls.
- Ability to work with discretion and maintain confidentiality
- A good understanding of accounting and GST procedures.
- High level computer literacy including experience with PCs (particularly MS Word and Excel) and computerised purchasing and financial information management systems.
- Excellent interpersonal and communication (written and oral) skills, including effective telephone manner.

## KEY RELATIONSHIPS

INTERNAL	EXTERNAL
Schools and Other Diocesan Agencies	Internal and External auditors
Shared Services Finance Team	
Diocesan staff and volunteers	

## SUCCESSION PLANNING

Positions which could succeed to this role:

- School Finance Officer, System Support Officer, DOMN Finance Officer

**LEGISLATIVE AND RISK REQUIREMENTS**

**Occupants must:**

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of the Catholic Diocese of Maitland-Newcastle.
- Report, as soon as practicable to the Head of Human Resources, any criminal action taken against them, or civil action that may have an impact of the reputation of the Catholic Diocese of Maitland-Newcastle or may lead to a conflict of interest;
- Take reasonable action to understand and familiarise himself/herself with the Catholic Diocese of Maitland-Newcastle's policies and procedures, including those relating to the expected Code of Conduct and confidentiality.
- Not take advantage of their role at the Catholic Diocese of Maitland-Newcastle for personal gain;
- Take responsibility for their own health, safety and wellbeing and that of other employees, clients, contractors and visitors in the Catholic Diocese of Maitland-Newcastle workplaces, understanding that all employees have a duty of care toward one another.

**EXPECTED EMPLOYEE BEHAVIOUR**

**Employees must:**

- Treat all people with respect, sensitivity, courtesy, understanding and compassion
- Embrace diversity and difference in those they serve or with whom they work
- Promote personal growth, ongoing professional development and develop both in themselves and others
- Commit themselves to effective professional working relationships with colleagues and clients
- Through the exhibition of justice and fairness in relationships and service, promote proper working conditions and also recognise when injustice, unfairness and abuse occurs in the workplace and respond appropriately
- Exhibit transparency, accountability and act responsibly in the use of Church resources
- Provide professional and competent service
- Comply with relevant legislation and directives
- Be mindful of privacy principles and manage information accordingly

Signature of Incumbent:

Date:

Incumbents Name:

**Position Description Last Reviewed**

**Next Review is due on**